



SUBJECT: VISA® Debit Card Purchase Alerts

Dear Valued Customer,

As we continue to pursue ongoing improvements in the level of efficiency and convenience we provide to you, our valued customers, we are pleased to advise that BOSVG Visa® Debit cardholders can now enroll to receive transaction alerts for their debit card transactions.

This feature is an added layer of security against fraudulent activity. Customers who acquire this new feature can choose to have alerts sent via email or text for all, or even one, of the following transaction types:

- ✓ Purchase meets or exceeds a set amount
- ✓ Online or by phone
- ✓ Transaction is declined
- ✓ Transactions Outside my Country
- ✓ Credit transaction is being processed

We have ensured that registering for this free service is simple. The step-by-step process is attached for your convenience. If, however, you require assistance, feel free to contact our support team between the hours of 8:00 a.m. and 3:45 p.m., Monday to Friday, using the following contact information:

General Queries –	Digital Engagement Team
	Telephone: #784-452-4375 (calls)
	WhatsApp: #784-494-1844 (messages only)
	#784-528-1844 (messages only)
	Email: info@bosvg.com

We take this opportunity to thank you for your continued support as we continue to work to improve your banking experience.

Bank of St Vincent & the Grenadines Ltd
Doing *more* Together

April 14, 2023

INSTRUCTIONS FOR SETTING UP VISA PURCHASE ALERTS

Registering for this free service is easy:

- Visit our website www.bosvg.com
- Choose [Visa Alerts](#) from the Quick Links section at the bottom of the site
- Click [Sign Up](#) in the top right-hand corner of the page
- Enter the first 9 digits of your Debit card and select the country from the dropdown list provided, then [Check eligibility](#)
- Once the card is eligible, proceed to create an account by inserting the following:
 - First Name
 - Last Name
 - Email Address
 - Create Username
 - Create Password
- Check the box to agree to the terms and conditions and click on [Continue](#) to proceed
- An email should be sent with a six-figure confirmation code to the email address provided
- Enter the code then click [Continue](#)
- Once confirmed, add card by providing the remaining card information (Card number, Expiration date, Security code & Nickname for the card), then click [Save](#)
- Choose the desired Alerts to be received via email or text.

These include:

Alert me when:

- A purchase meets or exceeds a set amount
 - Is made online or by phone
 - A transaction is declined
 - A purchase is made outside my Country
 - A credit is being processed
-
- Then click [Save Changes](#)